



Arkansas Board of Parole
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ADMINISTRATIVE DIRECTIVE: 09-01 EMERGENCY PLAN

TO: ARKANSAS BOARD OF PAROLE OFFICE EMPLOYEES

FROM: LEROY BROWNLEE, CHAIRMAN

SUPERSEDES: NONE

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APPROVED Signature on File

EFFECTIVE: OCTOBER 1, 2009

- I. APPLICABILITY.** This policy applies to Commissioners, Hearing Examiners, support staff, extra help, and interns or volunteers assigned to the Board of Parole office in Little Rock, Arkansas.
- II. POLICY.** It is agency policy that the ABP office develop and communicate emergency procedures to staff to ensure the safety of all who are assigned to the agency and visitors. This policy provides employees and visitors a general understanding of the processes and procedures [where to go and what to do] in cases of emergencies, both during and after work periods. The Parole Board emergency evacuation plan shall be developed, available and rehearsed to enable rapid and appropriate response to emergency situations. The Parole Board plan shall be coordinated with the Living Disaster Response Planning System (LDRPS) program operated by the Department of Information Systems.
- III. GUIDELINES.** All employees are responsible for contributing to the safety and security of the workplace and must be alert, capable of good judgment, and physically and mentally able to respond as required. For any emergency, the staff member who becomes aware of the situation must act to alert others including appropriate persons in the chain of supervision and control the situation if possible. For any medical issue requiring emergency medical care or for a bomb threat/suspicious package, call 9-1-1 immediately and inform the Safety Coordinator so that emergency efforts can be initiated. In most cases during an emergency, **DO NOT USE THE ELEVATORS**, especially during a fire, an earthquake or a suspicious package notification.
 - A. Safety Coordinator.** The Chairman is responsible for assigning a primary and alternative Safety Coordinator for the office. The listing of Safety Coordinator's can be found in Attachment 1. The Board Investigator will serve as the primary Safety Coordinator. The alternative Safety Coordinator will come from the Administration Sector and be a direct report to the chairman. Safety Coordinator's generally will walk through the work area to notify and/or ensure all employees are aware of the emergency, advise them to take shelter, and shutdown, monitor and/or report on any critical operation before or after evacuation, as appropriate and safe. Examples include checking to see that no one is left in offices, bathrooms, etc. The list of Safety Coordinator will be kept current and the Investigator will report any changes to the Chairman for distribution to

the staff. The Chairman will also ensure the coordinators are trained in CPR and First Aid prior to the employee assuming this duty. Staff shall remain in the shelter areas until the Safety Coordinators or senior staff gives notice that the emergency has passed and instructs them that it is safe to return to their work areas.

- B. **Supervisor and Employee Responsibilities.** Supervisors are responsible for insuring employees are familiar with this policy. Supervisors are responsible for insuring employees are familiar with the building exits and emergency procedures, primary and secondary gathering sites during any specific emergency and addressing any questions regarding an emergency response that employees might have. Supervisors are to account for their employees in a reasonable and effective manner in the event of an evacuation at the designated locations. Employees are responsible for reporting immediately to the designated alternative sites and to remain at that area until further instructions are given by supervisory personnel. Once at a designated gathering site, supervisory personnel are responsible for reporting the status of their section (e.g., all accounted for or individuals missing) up through the chain-of-command to the Investigator/Safety Coordinator or the alternate Coordinator. The Investigator/Safety Coordinator or the alternate Coordinator is responsible for reporting any missing personnel to the Chairman.
- C. **Public Information and Release of Information.** The Department of Community Correction Public Information Office is responsible for contacting the Governor's Office under the direction of the Chairman concerning emergency situations. To ensure safety and security during an emergency and the subsequent investigation, employees are expressly prohibited from providing public information, including the following: giving interviews, responding to the media or otherwise releasing information, unless permission is specifically granted by the Chairman. All communication will be coordinated by the PRO with the properly designated Communications Officer operating with the Board Investigator. Whenever possible, prior to release of information by authorized employees, notice will be provided through the PRO to Board Investigator and the Chairman so the Chairman may prepare to respond to any follow up requests for information. The PRO will coordinate, as appropriate, with the Board Investigator and the APB Chairman to provide press releases or arrange interviews. Generally, the PRO will report to the scene when cleared by Board Investigator and the Chairman, so he or she can respond directly to on-scene media inquires.
- D. **First Responder/Medical Assistance.** The Board Investigator/Safety Coordinator will provide the appropriate first aid and CPR training to staff. However, no employee is required to perform medical or rescue duties during any emergency situation. If a co-worker needs CPR or First Aid, a Safety Coordinator (See attachment) will act as a first responder or be responsible for contacting the most senior supervisor to report the need for medical assistance. The supervisor will notify the Board Investigator or other appropriate official of the need.
- E. **After Work Hours.** It is critical that employees provide supervisors after-hour contact information so that they may be contacted in the event an incident occurs during non-work or off duty hours that would prevent them from accessing their offices. Employees will be contacted and provided duty reporting instructions. Depending upon the situation, employees may be instructed to report to an alternative worksite (CAC or SEACCC). If an employee reports to work and the building is not accessible, he/she should check the

designated gathering site, attempt to reach their supervisor or the Safety Coordinator, or report directly to the Central Arkansas Center and wait for further instructions.

- F. **Alerts.** Employees may be alerted by an alarm, verbal announcement by a Safety Coordinator or other staff persons, or a severe weather alarm by the public defense system. In case of a fire, employees that become aware of a fire may pull the alarm. An employee also may – but is not expected to - use the portable fire extinguishers provided for employee use to attempt to extinguish the fire before evacuating, if appropriate.
- G. **Drills.** The Board Investigator/Safety Coordinator will schedule drills to train staff of emergency procedures. All employees are required to participate in any drill or activities necessary to test responses and readiness in a manner that actually demonstrates their understanding of their responsibilities and necessary actions. Drills should be held at least semi-annually.
- H. **Damages.** Damage to a work area should be reported to the appropriate supervisor when discovered or soon after.
- I. **Computer System Backup Tapes.** The Information Technology Coordinator shall work with the Department of Community Correction to ensure that agency computer backup tapes are secured in a location other than Central Office, for immediate restoration in the event a temporary and internal command station must be established.
- J. **Chain of Command.** The anticipated chain-of-command will be as follows in the order specified, depending upon their availability:
 - 1. Chairman
 - 2. Vice Chairman
 - 3. Secretary of the Board
 - 4. Hearing Examiner
 - 5. Investigator/Safety Coordinator
 - 6. Information Technology Coordinator
 - 7. Assistant to the Chairman
 - 8. Fiscal Manager

IV. EMERGENCY PROCEDURES

A. Fire.

- 1. In the case of a fire in the office building, an employee should immediately pull the alarm – if not already sounding – and quickly exit the building using the stairwells. **DO NOT USE THE ELEVATORS.** If Possible, provide assistance to others when necessary. If properly trained, an employee may – but is not expected to – use the portable fire extinguishers located in the building and to attempt to extinguish the fire before evacuating, if appropriate.
- 2. Gather in the parking lot on the southwest corner of Louisiana and 6th Streets, and immediately report to your supervisor. In the event that the area cordoned off by the

police or fire authorities, report to the parking lot on the opposite side of street and remain there until you receive further instructions.

3. Supervisors shall account for all staff on duty and report any their staffing status (all accounted for or missing individuals) up through the chain of command. The highest ranking staff person present will report missing staff to the Fire Department's Command Center personnel as quickly as possible and indicate that the individual(s) may be in the building.

B. **Tornado.** In the case of a tornado in the office area during work hours, take shelter in an area with no windows – the main Parole Services office or the Lobby, being sure to close all doors which would allow broken glass or other debris to enter. Wait there until an “all clear” notice is given by the senior authority or the Safety Coordinator. Then report back to your assigned work area. If there is substantial damage, report it through the supervisory chain to the Chairman and wait for further instructions.

C. **Earthquake.** This region may experience an earthquake that would originate in the New Madrid area near St. Louis. Most fatalities from an earthquake are the result of building structural failures, e.g., the building falls in. Every earthquake is followed by aftershocks, during which buildings either suffer further damage and/or collapse. In the event of an earthquake during working hours while in the building seek protection under a desk, conference table or stand in a doorway to avoid falling ceiling, leave the building as soon as the first tremor is over and gather at the above designed site, one of the two parking lots, and wait for further instructions regarding re-entry.

D. **Other Disasters.**

1. Called in Bomb Threat. Whenever a staff member receives a telephone call reporting a bomb or other explosive device is in the building, they should listen to any instructions given during the telephone call, attempt to remember voice and noise characteristics that they might hear during the call, and attempt to obtain additional information from the caller regarding the reason for the device, when and under what circumstances it will explode and other information which would assist in locating or addressing the threat. See Bomb Threat Questionnaire (Attachment 3) for additional information that should be collected from a threatening call. If you are the recipient of a threatening call upon hanging up from the caller, immediately call 9-1-1 and inform the dispatcher that you have received a called in threat. Notify your supervisor that you received the call and be prepared to meet with police officials. The Fire Department does not respond to bomb threats that are telephoned in and they do not recommend leaving the building.
2. Suspicious Package. Whenever a staff member notices a suspicious package or container in their areas, they should immediately notify their supervisor and then call 9-1-1. Inform the dispatcher that there is a suspicious package in a government building and tell them of the location and description of the package. After making the 9-1-1 call, pull the fire alarm to begin evacuating the building. Be prepared to meet with fire and police officials.
3. Weapon of Mass Destruction or Detonation of an Explosive Device. In the event of a mass detonation, if you are capable of leaving the building, report immediately to

your supervisor or most senior supervisor at the designated site so that anyone unaccounted for can be identified. Do not leave that area unless told to do so by someone in your supervisory chain. In the event of a massive destructive force emergency, ALL employees shall evacuate immediately by means of the nearest available stairway (marked exits). DO NOT USE THE ELEVATORS.

4. Evacuation Notice. In the event of an evacuation notice for any reason by a supervisor, staff will leave the building immediately and gather at the designated site. Report to your or the next higher supervisor available and wait for further instructions before re-entering the building.

E. **Alternative Reporting Station.** When an emergency situation results in the entire area cordoned off and both parking lots are unavailable, all staff shall report to the Central Arkansas Community Correction Center (CAC) in the quickest and most direct manner possible. Individuals must report to their manager or most senior supervisor immediately upon arrival at the CAC. Persons not reporting to their manager will be reported missing.

V. ATTACHMENTS.

Attachment 1	List of Safety Officers
Attachment 2	One & Two Union National Plaza Emergency Numbers
Attachment 3	Bomb Threat Questionnaire
Attachment 4	Street Map with Primary and Secondary Gathering Locations
Attachment 5	Employee Acknowledgement Form

**Arkansas Board of Parole
SAFETY COORDINATORS
As of October, 2009**

Board Investigator/Safety Coordinator, Primary – Robin Radford

Alternate – Solomon Graves

One & Two Union National Plaza Emergency Numbers

Police/Fire/Bomb Threat
911

Building Security Station
One Union Lobby
801-0204

Building Management
Business Hours
228-3200

After Hours Answering Service
228-3200

Maintenance Calls Only
Call Sharon 682-3858

BOMB THREAT QUESTIONNAIRE**Identify the Number of the Caller****First, attempt to identify the telephone number from which the call is coming.**

The method for doing this will depend on the features of your telephone instrument, the services that are available from your phone system, and those available from the system of the caller. In all cases, your chances of identifying callers will be better if you answer calls after the second ring.

Attempt to identify the number by doing the following:

1. Write down the telephone number showing on any LED display on your phone. Your phone instrument may store incoming phone numbers; if so, you will also be able to retrieve the number after you hang up by following instructions supplied with your phone.

2. If a number appears in the display, wait until the end of the phone call, hang up, wait 10 seconds, then pick up the phone and listen for a dial tone. Press *57 and listen for a confirmation announcement, then hang up. (Later, in a safe place, call the local telephone company.)

3. If threats are being received at a particular phone, it is possible to set up a formal trace known as a "trap." A police report may be required and, if the phone is part of the Centrex system, this must be done by the Department of Information Systems (DIS) and the DCC chain of supervision.

Ask the caller the questions below while listening carefully and taking notes. Complete the form quickly and report the call to the person in charge of your facility who will follow the Emergency Plan Annex for Bomb Threats.

Exact Time Call Received? _____ ☐ AM ☐ PM Date of Call: _____

Exact Words of Caller: _____

QUESTIONS TO ASK

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your phone number? _____

What is your name? _____

What is your address? _____

What is your organization? _____

Why kill or injure innocent people? _____

RECORD THIS INFORMATION

Time call ended? _____

Number at which call is received? _____

Name of person receiving the call? _____

Position _____ Phone _____

LISTEN TO LEARN THESE THINGS

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Well Spoken | <input type="checkbox"/> Foul Mouth |
| <input type="checkbox"/> Incoherent | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Educated |
| <input type="checkbox"/> Male | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Female | <input type="checkbox"/> Broken |
| <input type="checkbox"/> Young | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Middle Age | <input type="checkbox"/> Stressed |
| <input type="checkbox"/> Old | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Sincere |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Squeaky |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Laughing |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Giggling |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Accent Foreign |
| <input type="checkbox"/> Raspy | |

☐ Describe accent: _____

OTHER CALL INFORMATION

☐ Was Message Read by Threat Maker ☐ Yes ☐ No

Unknown

☐ Other (Explain): _____

If voice is familiar who did it sound like? _____

Agency / Office Receiving Call: _____

Person Receiving Call: _____

Did you hear a “call waiting” tone during the call?

☐ YES ☐ NO

(If a call waiting call comes in the trace will tag that call)

Did you hang up, wait 10 seconds and then call * 5 7 to have a trace automatically put on the call? ☐ YES ☐ NO

If yes, result? (Call Local Phone Company.) _____

BACKGROUND NOISES

☐ ☐ Street Noises

☐ Motor

☐ House Noises

☐ Animal

☐ Factory

☐ Machinery Near By

☐ Office

☐ Pots and Pans

☐ Phone Booth

☐ Voices

☐ Street Sounds

☐ Machinery Far Away

☐ Trucks / Busses

☐ Music, type: _____

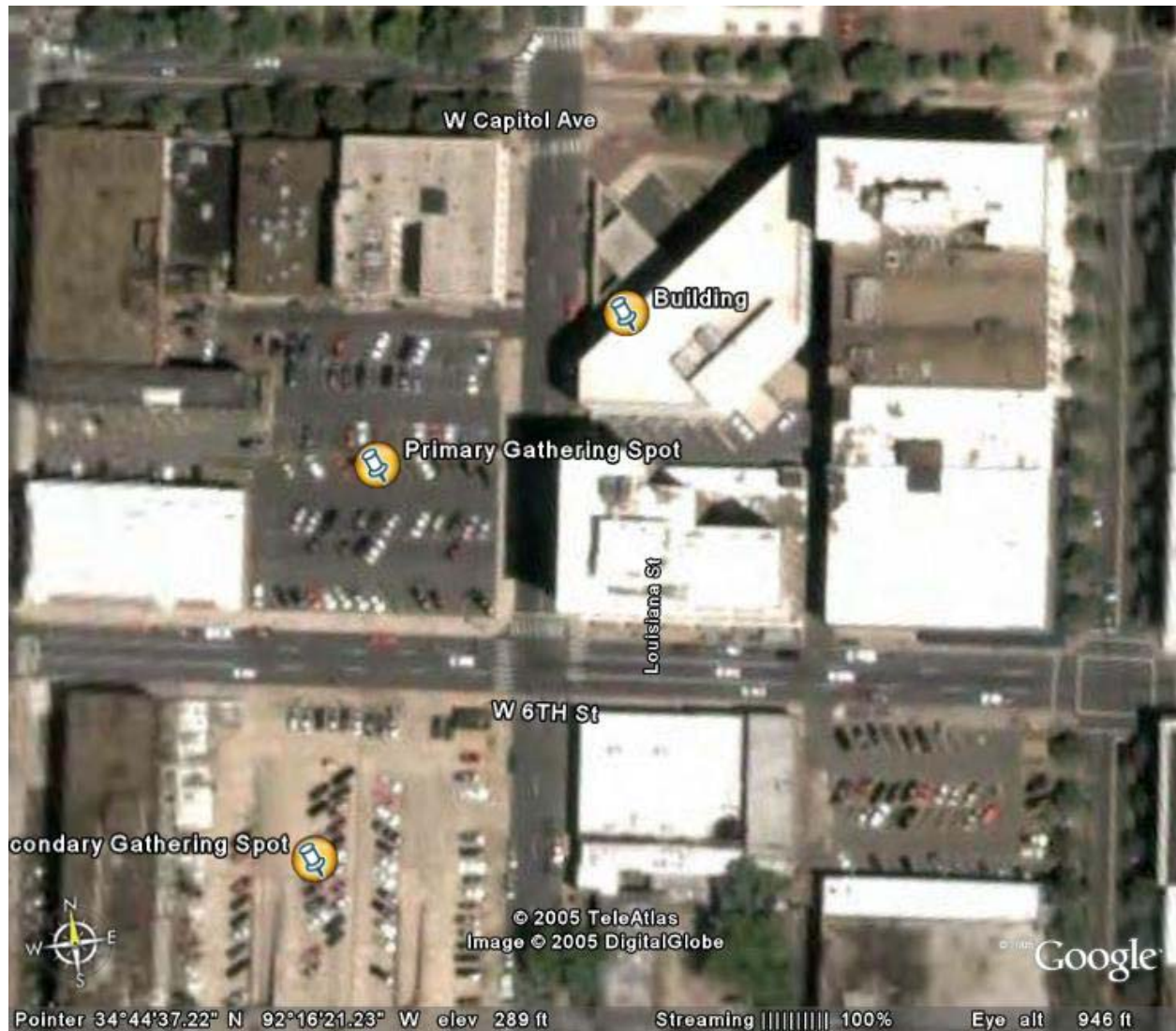
☐ Local

☐ Other _____

☐ PA System Noises

Remarks:

Street Map with Primary and Secondary Gathering Locations



Employee Acknowledgement of Emergency Plan

Please acknowledge by signing that you have received, read, and understood the Arkansas Parole Board Policy: **Administrative Directive: 09-01 Emergency Plan**

All employees or officials of the Arkansas Parole Board are responsible for complying with all pertinent policies. The Fiscal Manager will place a signed copy of this form in your personnel file.

This form must be signed and returned to the Parole Board Investigator within five days after receipt of the above policy.

Employee Confirmation:

PRINT NAME

DATE

SIGNATURE

Supervisor Confirmation:

PRINT NAME

DATE

SIGNATURE